

**NORTH LANARKSHIRE COUNCIL  
REPORT**

To: CORPORATE SERVICES COMMITTEE		Subject: SERVICE PLAN PERFORMANCE REPORT - APRIL TO JUNE 2015
From: EXECUTIVE DIRECTOR OF CORPORATE SERVICES		
Date: 14 October 2015	Ref: PD/SL	

**1. Purpose**

- 1.1 The purpose of this report is to provide the committee with details of Corporate Services performance for the first quarter (April to June 2015) of the financial year 2015/16.

**2 Background**

- 2.1 Each service manages their performance through service plans which include targets and thresholds for performance indicators being measured. Services are required to provide Elected Members with a quarterly update, outlining progress against the information identified within 2015/16 service plans.
- 2.2 Services are required to report to Members when actual performance falls into one of two key areas:
- Indicators do not meet the target set and performance is below acceptable thresholds.
  - Indicators surpass the target set and performance is above the acceptable thresholds.

**3. Service plan progress - April to June 2015****3.1 Service plan performance indicators**

Each Head of Service has performance indicators in place which provide them with an indication of how well their service is performing. Corporate Services has 27 performance indicators; of these 22 are on target, one is exceeding and 4 require improvement. Appendix A contains further detail of how well the service is performing against their key performance measures and of the proposed corrective action.

**Performance indicators: summary of overall progress**

Indicators	Exceeding target	On track	Requires improvement	Total
Democratic and Legal Services	1	9	4	14
Human Resources		6		6
Corporate Property and Procurement		7		7
<b>Total</b>	<b>1</b>	<b>22</b>	<b>4</b>	<b>27</b>

**4. Recommendations**

- 4.1 It is recommended that Members note the contents of this report.



**Executive Director of Corporate Services**

Members seeking further information on the contents of this report are asked to contact Paul Donnelly, Section Manager, Administrative and Members Services on extension 2422.

## Appendix A - Indicators requiring improvement and exceeding target

Performance status	Service	Indicator	Actual	Target	Ideal direction	Update / corrective action
✘	Democratic and Legal Services	Council house sales - average time, weeks, taken to sell council houses	25.4	21.0	↓	29% increase in applications received in 2015/16 from 2014/15 and 60% increase from 2013/14; on course to remain at same volume due to abolition of RTB in July 2016. Provision of valuations from District Valuer is slowing due to surge in applications which has an adverse affect on offers/settlements. 25 out of 28 action notes produced within 2 working days during the quarter, the 3 action notes that were outwith the timescale resulted from competing priorities in April/May during the election time. 31 out of 127 notifications were published within 5 working days during the quarter; the delay resulted from competing priorities in April/May during the election time. The volume of business calling before the Board is subject to minimal fluctuation. This is reflected in the ability of the service to maintain / exceed the target number of days.
✘	Democratic and Legal Services	Council house sales - % completed within 26 weeks	64.5	93.0	↑	
✘	Democratic and Legal Services	Committee action notes - % produced within 2 working days	89.3	100.0	↑	
✘	Democratic and Legal Services	Marches and parades - % notifications published within five working day / q	24.4	100.0	↑	
✓	Democratic and Legal Services	Licensing board - average number of days to issue licences etc after board meetings	6	10.0	↓	

Performance status	Ideal direction
✓ Blue - Indicator is exceeding expectations, performance surpasses the target	↑ A higher figure is better
✘ Red - Indicator does not meet the target set and performance is outwith the acceptable thresholds	↓ A lower figure is better